

# City of Guadalupe

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A C S I M L E

September 9, 2005

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Subject: Response to report  
Pages: 5, including this cover sheet

Comments: Peter, This goes to Council on 9/13 for approval. We'll mail a hard copy after the meeting. Sorry for the delay but our Planner wanted to spend time on his answer. Thanks for your excellent work.

Documents: 1) This Cover Sheet.  
2) Grand jury response

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## AGENDA ITEM NO.

**REPORT TO THE CITY COUNCIL**  
**Agenda of September 13, 2005**

15)

Prepared by: Marc Scatzo

**SUBJECT:** Response from Guadalupe City Planning Department on Grand Jury report on City Planning Departments in Santa Barbara County.

**RECOMMENDATION:**

- 1) Receive presentation from Staff.
- 2) Hear public comment.
- 3) Approve or Disapprove Staff Recommendations

**BACKGROUND/**

**DISCUSSION:**

In the Spring of 2005 the Santa Barbara Civil Grand Jury investigated each Planning Department in the County of Santa Barbara. The City of Guadalupe's Staff participated in interviews and information gathering for the Grand Jury.

After an exhaustive review by the Citizens on the Grand Jury a report was written by the Grand Jury to point out what they felt was areas of improvement local Planning Agencies could implement to improve customer relations. The Grand Jury included four general findings that are included verbatim in this response.

These findings are general in nature and not City specific. However, in the opinion of the grand jury these are findings that all City's in the County should implement.

Pursuant to The Standard Penal Code Section 933.05(a) of the State of California, the City will respond to each finding by indicating the following:

- (1) The City agrees with the with the Grand Jury findings , or
- (2) the City disagrees wholly or partially with the with the Grand Jury findings.

Pursuant to The Standard Penal Code Section 933.05(b) of the State of California, the City will respond to each finding by indicating the following actions:

- (1) The City has implemented with a summary regarding the implemented action.
- (2) The City has not yet been implemented but will be implemented in the Future with a time frame included.
- (3) The City will require further analysis of the Study.

(4) The City will not implement because it is not warranted or is not reasonable.

#### **Grand Jury Finding 1**

Mission statements, when available, were often outdated and did not list customer satisfaction as a primary goal.

#### **Grand Jury Recommendation 1**

Planning departments should have mission statements specific to their department. These mission statements should have customer satisfaction as a primary goal.

#### **City Guadalupe's Response to Finding 1**

The City Staff agrees with the Grand Jury finding.

#### **City Guadalupe's Response to Recommendation 1**

Staff recommends to the City Council the implementation of Grand Jury recommendation 1. The Guadalupe Planning department should write a mission statement specific to our department. ~~This mission statement shall have customer satisfaction as a primary goal. This mission statement should be written City staff by and approved by the City Council. This recommendation should be implemented within three months.~~

#### **Grand Jury Finding 2**

Planning departments do not have a basic customer satisfaction procedures in place

#### **Grand Jury Recommendation 2**

To increase customer satisfaction, each planning department should publicly post the agency's mission statement, post timelines and mitigating factors, provide easy access to all relevant forms with adequate explanations as to their use, post a list of key personnel involved in completing an application, and clearly define the complaint process. ~~In addition, handouts should be provided to each customer explaining the application and complaint process.~~

#### **City Guadalupe's Response to Finding 2**

The City staff agrees with the Grand Jury finding.

#### **City Guadalupe's Response to Recommendation 2**

Staff recommends to the City Council the implementation of Grand Jury recommendation 2. The Guadalupe Planning department should publicly post the agency's mission statement, post timelines and mitigating factors, provide easy access to all relevant forms and revise forms to provide adequate explanations as to their use; post a list of key personnel involved in completing an application, and clearly define the complaint process. ~~In addition, handouts should be revised as to provided to each customer explaining the application and complaint process. These changes should be written by City Staff and approved by the City Council. This recommendation should be implemented within four months.~~

**Grand Jury Finding 3**

Notification of changes to land and property use in most jurisdictions was limited to mandated State minimum requirements to owners only, and within 300 feet from the borders of the property site.

**Grand Jury Recommendation 3**

Notification of land use changes should include the owner and occupants within at least 500 feet of the border of the property site.

**City Guadalupe's Response to Finding 3**

The City staff agrees with the Grand Jury finding.

**City Guadalupe's Response to Recommendation 3**

Staff recommends to the City Council the implementation of Grand Jury recommendation 3. The City of Guadalupe should provide notification of land use changes including both the owner and occupants within at least 500 feet of the border of the property site. These changes under Recommendation 3 should be implemented immediately after City Council Approval.

**Grand Jury Finding 4**

The complaint process in most jurisdictions was not designed for quantifiable analysis and could not be used to find strong and weak points in the planning process.

**Grand Jury Recommendation 4**

Planning agencies should track all complaints and conduct random quantifiable surveys of 10% of the customers who have used their services. (see appendix A for an example of a possible customer satisfaction survey.) Agencies should use the results of these surveys to make the planning process more customer friendly. The results should also be added on a quarterly basis to the department website for public viewing. ( See Appendix B for and example of how to display the results of the customer satisfaction survey.)

**City Guadalupe's Response to Finding 4**

The City staff agrees with the Grand Jury finding.

**City Guadalupe's Response to Recommendation 4**

Staff recommends to the City Council the implementation of Grand Jury recommendation 4. ~~Planning Department should track all complaints and~~ conduct random quantifiable surveys of 10% of the customers who have used their services. The Planning department should use the results of these surveys to make the planning process more customer friendly. The results should also be added on a quarterly basis to the City's website for public viewing. These changes should be developed by City Staff and approved by the City Council. This recommendation should be implemented within four months.

**Conclusions**

The City Administrative Staff and Planning Staff met with the members of the Grand Jury to answer questions and provide data as well as to share staffs concerns for area's of improvement of the department. What has resulted is a list of finding that will strengthen the City's planning process and improve satisfaction of our department by our customers and the residents of City of Guadalupe. These changes will also improve our ability to gage the productivity of our planning process. Staff would like to thank the Grand Jury for the time spent and quality of the individuals who the Grand jury had visit with the City staff from the Grand Jury. We believe the Grand Jury's investigation has produced timely recommendations that the City would have spent valuable resources to pay a consultant to produce this quality of information. This report is an example of the effectiveness of the Civil Grand Jury Process.

Although staff recommends implementation within three to four months, Staff will endeavor to implement the Grand jury's recommendations as quickly as possible. Many of the recommendations will be implemented almost immediately.